

The Human Touch

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And More!

Director's Message



Lisa-Michele Church,
Executive Director

Our DHS administration team has been working hard this month to comply with the Legislature's request to review every program for its Medicaid funding implications. This has been a huge task! Thanks to all who have helped.

We have 75 surveys -- each about six or eight pages long -- that tell the story of our programs. We submitted them to the Medicaid Interim Committee that began meeting this month. Chaired by Rep. Merlynn Newbold and Sen. Sheldon Killpack, the committee is taking a look at ways to control Medicaid costs in light of the large cuts coming from the federal government. Although at first it may seem like legislators are taking a critical look, I think it is a chance to tell our story positively one more time.

Just reading through our surveys it is apparent that our services are critically needed. In this world of competing funding priorities, I am convinced that DHS programs stand out. We have built these programs around reasonable objectives, measurable outcomes and fiscal accountability. This is a great story to tell!

What do you think? If you could build a Department of Human Services from the ground up, would

you do it differently?

I am interested in your comments. The legislative debate will center around the "proper role of government" and whether others could meet the needs we meet. Those of you who have spent your careers in this arena no doubt have many ideas about what works and what doesn't in Human Services.

I'm always open to hearing from you and this is an especially opportune time tell me what you think. Please email me LMChurch@utah.gov or Human Touch editor, Donna Russell, dlrus-sell@utah.gov, with your suggestions.

Thanks for all the work you do in our communities!

Cookies & Conversation

With the Office of Public Guardian

An Invitation

Who: All DHS Staff & Interested persons

What: Cookies & Conversation with the Office of Public Guardian (OPG)

When: July 12, 2006 – 3:00 PM

Where: Health Insight
348 East 4500 South
Salt Lake City

Why: Learn about the critical services of Public Guardians to incapacitated adults without family or friends and the new statewide volunteer opportunity to work with OPG.

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Emmett White - PRIDE Award

Holly Jenkins, JJS

OGDEN – Emmett White, Juvenile Justice Services (JJS), is recognized for a career of dedicated service to youth. May 11, 2006 the Utah Correctional Association honored him with the PRIDE award presented by Governor Jon M. Huntsman Jr.

The award pays tribute to line officers who are viewed by their peers as the best in the profession. PRIDE stands for: Promotes public understanding of corrections; Respected by fellow employees; Inspires creativity; Develops positive solutions and Extraordinary competence.

Since 1983 White has dedicated himself to Utah's youth, especially the females in custody. Emmett has a tremendous positive effect on his clients and he is highly respected by all. He remains committed to youth and many have succeeded due to the role model he is.



Emmett White is congratulated by Gov. Huntsman

Walking Toward Wellness

Lisa Schauerhamer, JJS



"It was a beautiful day for a walk," said Jane Lewis, from Division of Substance Abuse and Mental Health, as she and 19 other Human Services staff began their outing. The Wellness Council organized participation in the National Trails Day Walk June 1.

The activity included beginner and moderate walkers. "Walking is an energizing way to begin a healthier summer," said Manuel Romero, Coordinator of Wellness Council. The walkers found it is a great way to get to know co-workers and enjoy the fresh air.

Katie Willette, Division of Services for People with Disabilities (DSPD) Central office, shared ideas they use to get and keep walking: every Wednesday a member of their wellness council leads a group walk; for every 30 minutes of exercise workers do they can put their name in the vase at the front desk for the monthly drawing, and once a month they take an early morning hike.

Please share your office's ideas and tricks to get out and walk more. We'd like to share those across the state with all DHS employees who are moving towards wellness.

Contact: Lisa Schauerhamer, lschauer@utah.gov or 801/538-4086



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UPA Award



Lisa-Michele Church, Executive Director accepts an award from the Utah Psychological Association on behalf of all the DHS employees that helped the Hurricane Katrina evacuees.

Karen Clarke, Superintendent of the Utah Developmental Center (UDC) presented the award to recognize Lisa-Michele's leadership in serving the people that came to Utah.

"Team ORS" joins Race for the Cure

Catherine Taylor, ORS

"We joined together to honor memorable women in our lives: a mother, daughter, aunt, best friend or sister," said Terri Hrechkosy, ORS Training Manager. She and 15 to 20 ORS employees became "Team ORS" for the May 13 Susan G. Komen Race for the Cure.

"Please come show your support. Even if you don't run, walk it!" Emilee Beers our team leader rallied us together. "There are many ways to show your support for this cause. Let's band together and show the community a different side of ORS while supporting a great cause and having a fun day together outside of the office." And we did just that!

Thus, "Team ORS" was formed and race we did, each in our distinct ways. Walking, running, showing up at different times on the course and for different personal reasons, we were there. Team-members came from Provo, Ogden, Layton, and Salt Lake City. Women and men walked, raced, showed up, hoped or even prayed for the Cure.

The Cure didn't arrive with us on the 13th; nor had we expected it waiting at the finish line. However, we were encouraged by the number of pink tee shirts around us---a pink tee denoting the wearer was a "survivor."

We were sobered by the messages on participants' shirts which declared those they honored by name (Elise, Susan) or by relationship (Mom, Wife, Friend). We showed our support; felt proud to participate, and felt sad at times, but were hopeful and strengthened by our numbers.



"Team ORS" members individually and through sponsorships gave money, time and support to the Komen Foundation. In turn, we learned about preventing and detecting breast cancer along with learning more about our community and ourselves. "Team ORS" is determined to be out again for next year's race.

"Come join us!" Emilee challenged other DHS teams for next year's Race for the Cure 2007.

The Race has raised over 2.5 million dollars since 1997. This year's numbers aren't out yet, but money goes to the Susan G. Komen Breast Cancer Foundation Research Program supporting such recipients as: Centro de la Familia de Utah Comunicades Unidas, the Huntsman Cancer Institute and the Cancer Wellness House.

For more information contact Emilee Beers at EBeers@utah.gov or 801/536-8177.

Announcing: Inaugural Executive Director's Awards Program

Donna Russell, EDO

Utah Department of Human Services values its employees and offers a new opportunity to shine the limelight on exceptional people.

July 1st award nomination criteria will be published and emailed for the following new Director's Awards:

DHS Supervisor of the Year - promotes the value and critical role of front-line supervisors across the department.

Executive Director's Award – the highest award bestowed by DHS. Nominations will describe exceptional service through client service, community service and character.

Career Achievement Award – recognizes a DHS employee whose contributions, efforts, and dedication demonstrate a career of integrity and excellence that promotes the Department's mission and values. DHS employees who have at least 20 years of service as of December 31, 2006 are eligible.

Additional Information:

Nominations will be accepted July 1 until July 31, 2006 at 5:00 p.m.

Awards will be presented during the Director's Awards Luncheon, September 26, 2006.

For further information contact:

Donna L. Russell, Program Manager

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New DHS Video

Donna Russell, EDO

Our department is big. Over 5,000 of us serve people through our DHS jobs. A quick 17 minute video describing our varied divisions and services is now available on the DHS employee web site:

<http://hsemployees.utah.gov/video.html>

This new DVD is shown in New Employee Orientation (NEO) and would be great to show at an upcoming staff meeting. So, get out your popcorn and enjoy!



Kate Jensen, DCFS makes a difference.

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Mentoring-Getting into the Trenches

Kevin Webb, DCFS

BLANDING - First day on the job, who can ever forget how that felt? "Overwhelming," Amy Nate said. Surely her feelings could be echoed by many, many new employees across the Department of Human Services. Learning these jobs is complex and stressful. Team support and mentoring make a pivotal and lasting difference.

Shawn Jack, Community Services Manager (CSM), believes that the best way to teach and help new workers is to get right in the trenches and show them how the work is done. Jack, a 15-year Human Services veteran, has been a foster care worker and knows that without support you can burn out fast. He values his employees and really puts the resources where his mouth is.

Amy Nate, a native of Dingle, Idaho, near Montpelier, has been a Blanding foster care worker for nine months. She graduated from Utah State University with a bachelor's degree in family and human development and previously worked as a psychosocial rehabilitation specialist in Idaho.

When asked why she came to work for DCFS she replied, "Really I just wanted to help people and this is the spot that I would be able to make a difference." Her first week on the job she says was overwhelming. "It wasn't what I expected. I came into the job thinking I knew what it was going to be like. You learn about it, you hear about it, but once you start working with it, it is a totally different experience." She explains that when you deal with people one on one, "you feel different emotions than you have when you are just learning about it."

Like many new caseworkers, Amy worked alongside experienced workers such as her supervisor, Travis Black and co-workers: Nicole Black, Steve Parker, Delton Pugh, Al Young, Carol Brown and Mel Tracy. In addition, she received an offer from Shawn Jack to work a tough case together, which she readily accepted.

Jack accompanied Amy on home visits demonstrating the DCFS Practice Model Principles of engaging, teaming, child and family assessment, developing a long-term view and the child and family plan, as well as how to track and adapt the plan when things aren't going right.

"It wasn't what I expected. I came into the job thinking I knew what it was going to be like. You learn about it, you hear about it, but once you start working with it, it is a totally different experience."

Amy Nate, DCFS

When asked what this meant to her, Amy replied, "I thought it showed he cared about the kids still, it wasn't just a job to him. It showed that he took an interest in my cases and that he was willing to help. It made him not just a supervisor figure, it opened up communication and I felt I could talk to him about stuff. It helped the case; it gave the family support. It took some of the pressure out of the case for me."

What is the result of teamwork and mentoring for our newer employees? Amy and Steve Parker, Clinical Social Worker, worked in tandem on another case that was reviewed during the annual Qualitative Case Review. The case passed in both Child Status and System Performance, which is a wonderful accomplishment, considering that Amy has not yet completed DCFS Practice Model Training.

Fast forward from that first overwhelming day on the job – and now Amy says, "I really enjoy this office and the people in it."

New DHS staff - Please tell us your story about coming the DHS. What worked well as you learned your new job? Send to Editor, Donna Russell, dlrussell@utah.gov or 801/538-4608. Thank you!



Amy Nate and Shawn Jack

Rosemary Frenchwood

Mary Caputo, OFO

Every day behind the scenes our Office of Fiscal Operations (OFO) employees make it possible for the over 5,000 DHS staff to provide needed services to clients. Rosemary Frenchwood is one of those people.

"We always knew that Rosemary was the best candidate for the DHS purchasing agent, but she continues to surprise and further impress us," said Mary Caputo, contract administrator. "Recently Rosemary was elected Treasurer of the Utah Chapter of the National Institute of Government Purchasing."

"Congratulations Rosemary. We are very proud to have you on our team," said Mary.

Mill Creek Youth Center, Chapel Dedication

Jill Merritt, JJS



Reverend Robert Hall

Dedication guests were treated to performances by the Mill Creek Youth Choir and Cultural Dancers. Mill Creek staff prepared a delicious meal for all attending.

The Mill Creek Chapel was made possible by the hard work and dedication of an army of volunteers and many, many, generous donations. A few of those donors include:

Tamara Franca Mara Arceneaux
The LDS Foundation
Brett Richards – Richards~Bott Architects
Jerry Moyes
Plain City Stake
Dave Wadman - The Wadman Corporation
Geneva Rock Products
Gordon C. Orton Construction Co.
Mel Murphy Paint Contractors
Skinner Excavation
Dennis Moss Plumbing
Sunstate Equipment Rentals
Second Baptist Church of Ogden
The Osborne and Janice Call Foundation
The Rose of Sharon Ministries
Saunders Construction

Dedication Program Presenters:

Marty Mendenhall (Superintendent, Mill Creek Youth Center), Curt Bloxham (Chair, Mill Creek Chapel Fund), Presidents Steve Griffin and Brad Orton (The Church of Jesus Christ of Latter Day Saints), Rebeca Richards (wife of the late Brett Richards, Architect), Rachel Paunic (Representing the Arceneuax Family), Reverend Robert Hall (New Zion Baptist Church), with prayers provided by Father Erik Richtsteig (St. James Catholic Church) and John Della-Ratta (Rose of Sharon Ministries).

OGDEN - Youth, community leaders, volunteers and JJS joined together to celebrate the dedication of the Multi-Faith Chapel on May 24, 2006. It was a day to remember for the Mill Creek Youth Center. The new chapel is the beautiful result of many people's dreams and work.

The long awaited chapel represents a coming together of many faiths. It provides a place of peace, refuge and spiritual reflection to youth who reside in the center. "I believe spirituality is the path to empathy," said Lisa-Michele Church, Department of Human Services Executive Director.

"Making amends in the community is linked to understanding the harm one has caused. Therefore, we extend gratitude to our friends from the ecclesiastical community who offer their time to work with our clients. All of the hours donated by those volunteers can be directly connected to the overall success of our youth," Church remarked.